

Chapter:	Health and Safety
Title:	Emergency Action Plan
Current Effective Date:	September 4, 2018
Revision History:	
Original Effective Date:	September 4, 2018

PURPOSE

The intent of this plan is to prepare for and prevent emergencies, ensure staff responds appropriately to minimize the consequences of the emergency, and provide a safe workplace. By training staff and assigning responsibilities, human life and Division of Public Health (DPH) resources will be preserved. Employees assigned specific duties under this plan will be provided the necessary training to ensure their safety. This plan applies to emergencies that could occur in our workplaces such as fire, severe weather, medical emergencies, bomb threats, workplace violence, chemical releases, suspicious packages and utility failures. The evacuation process is clearly defined to ensure employee safety.

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POLICY

The Emergency Action/Security Plan is designed to cover the initial emergency and immediate response.

Management: Defined in hierarchy order. Hereinafter referred to as “management”.

1. Division Director or designee
2. Senior Assistant Director for DPH Specialized Programs
3. Human Resources (HR) Director
4. Assistant HR Director

Emergency/Mandatory Employees: The following positions are designated as emergency/mandatory employees required to report for or remain at work in emergency situations and adverse weather conditions.

- State Health Director
- Division Director
- Deputy Division Director
- Section Chief, Epidemiology
- Chief, Public Health Nursing
- Chief, Legal Affairs
- Information Technology Manager
- State Laboratory Director
- Chief Medical Examiner
- Section Chief, Women and Children’s Health

CORE REQUIREMENTS

1. The DPH Emergency Action Plan includes core requirements for all DPH facilities. The DPH State Laboratory of Public Health and Office of the Chief Medical Examiner have a standalone Emergency Manual that addresses all levels of emergencies. Each DPH facility shall have a site- specific Emergency Evacuation Plan, an Emergency Evacuation Coordinator (EEC) and alternate EEC, and Floor Monitors to ensure all staff evacuate when required. The Continuity of Operations Plan (COOP) shall be activated when it is determined that staff can’t return to work OR when the emergency keeps staff away from work more than 12 hours.
2. DPH is committed to maintaining a safe and secure environment that is free from hazards and violence for its staff and all persons visiting our locations. Protection from immediate threats or harmful situations will be accomplished by implementing programs that minimize the opportunity for emergencies to occur, i.e. monthly safety inspections; drills; annual employee training; reporting requirements for safety violations; and proactive response to domestic violence restraining orders, harassment, and workplace violence.

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3. The DPH Crisis Management Team (CMT) is a central ad hoc group convened at the discretion of the Division Director or designee in response to a specific event or situation. The CMT evaluates, reviews, and further develops the action plan to address workplace issues and/or respond following a workplace incident. The CMT is composed of core members with revolving membership from representatives across the division. Membership includes but is not limited to:
 - Division Director or designee
 - HR Director or designee
 - DPH HR Safety Representative
 - Children's Developmental Services Agency (CDSA) Representative
 - Epidemiology Representative
 - Emergency Evacuation Coordinator and local management from site reporting concerns
 - Legal and Public Information Officer (as needed)
 - Injury and Violence Prevention Branch Representatives (as needed)
4. The Division Safety Committee (DSC) oversees and assists with the implementation of the Division Safety and Health Program, establishes annual goals and objectives for the Program to reduce workplace accidents and associated costs, and to implement the DHHS goals. Membership includes but is not limited to:
 - HR Safety Representative
 - Management Representative
 - Emergency Evacuation Coordinator Representative
 - Epidemiology Representative
 - State Laboratory Public Health (SLPH) Representative
 - Office of Chief Medical Examiner (OCME) Representative
 - Information Technology (IT) Representative
5. Safety is a priority. Threats, aggressive behavior or acts of violence against anyone on DPH property will not be tolerated. Violations of this policy will lead to disciplinary action that may include dismissal, arrest and/or prosecution.
6. DPH has adopted the DHHS Adverse Weather and DHHS Emergency Closing policies to govern these processes. Information related to the implementation of these policies is contained in this document.
7. All individuals (except law enforcement) are prohibited from unlawfully possessing or carrying a firearm, dangerous weapon or explosive device on any leased or state property and in any state-owned vehicle.
8. Retaliation against anyone for reporting a violation of this policy or for cooperating in an investigation under this policy is prohibited. Retaliation includes, but is not limited to, acts of reprisal, interference, restraint, penalty, discrimination, intimidation, or harassment against an individual or group.

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DEFINITIONS

Continuity of Operations Plan (COOP): An all-hazards plan that describes the objectives of and procedures for continuing DPH essential services during an emergency or significant business disruption.

Domestic Violence: The use of abusive or violent behavior, including threats and intimidation, between people who have an ongoing or prior intimate relationship, family relation, or others relationship.

Emergency Employees: Employees who are required to work during emergency conditions because their positions have been designated by their agency head or designee as necessary in response to a specific emergency in compliance with this plan.

Emergency Evacuation Coordinator (EEC): Person designated for each building by the Deputy Division Director with the responsibility to take charge of the building evacuation process and management of the Emergency Evacuation Plan and requirements therein. The EEC will be the primary point of contact for the building evacuation status and responsible for communicating that information to Division Management/Facility Manager/Division HR Safety Representative and responding Emergency Management Services personnel, as well as providing specific building information as required.

Emergency Evacuation Team: Comprised of the Emergency Evacuation Coordinator(s), Floor Monitors, DPH HR Safety Representative, and a management representative.

Emergency Operations: Services that have been determined necessary by the DPH Director in response to specific emergency conditions, including the closing of a facility. These operations shall be identified in this plan.

External Evacuation: Evacuation in the event of a fire, bomb threat or other building emergency, where staff will follow predetermined routes to the exterior of the building and gather at designated assembly points.

Floor Monitors: Persons designated with the responsibility of assisting the EEC by ensuring that all persons are evacuated from the building during execution of the Emergency Evacuation Plan. The Floor Monitor shall be accountable for their designated areas and assure that all persons have safely exited the building and reporting the evacuation status of their designated area to the EEC.

Heightened Security Alert: Notify EEC's when we have notice of a potential threat, but no immediate threat exists.

Hurricane Warning: Indicates that hurricane winds of 74 mph (64 knots) and higher, or a combination of dangerously high water and rough seas, are expected to impact a specified area. When a hurricane warning is announced, hurricane conditions are considered imminent and may begin immediately or at least within the next 12 to 24 hours.

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Intimidation: Engaging in actions that includes stalking or behavior intended to frighten, coerce, or induce duress.

Lockdown Procedures: Used when there is an immediate threat of violence, to minimize access to staff and visitors, define secure locations, and to ensure no one leaves the safe area until directed by law enforcement personnel or a DPH representative. Lockdown procedures will be invoked in situations which constitute life-threatening events, and/or where a facility evacuation could be fatal.

Mandatory Employees: Employees who are required to work during adverse weather conditions because their positions have been designated by their agency head or designee as essential to agency operations.

Mandatory Operations: Services that have been determined essential by the DPH Director and therefore shall be continued during adverse weather conditions.

Mental Health Mobile Crisis Management: Mobile Crisis Management services are always available, 24/7/365 for persons who may need support to prevent a crisis or are experiencing a crisis related to mental health, substance abuse, or intellectual/developmental disabilities. Mobile Crisis Teams can meet in locations that are considered safe. This may be at home, school, workplace, or other places. Before contacting the local Mobile Crisis Management provider, it is recommended to **first contact your mental health, substance abuse, or developmental disabilities service provider, if applicable, or the Local Management Entity's access/crisis line at: <https://www.ncdhhs.gov/assistance/mental-health-substance-abuse/crisis-services> for listing by county.** Crisis response provides an immediate evaluation, triage and access to acute mental health services, treatment, and supports. These services include immediate telephone response to assess the crisis and determine the risk, mental status, medical stability, and appropriate response.

Non-Mandatory Employees: Employees who may be approved for a leave of absence during adverse weather conditions because their positions have been designated as non-essential to agency operations.

Non-Mandatory Operations: Services that have been determined non-essential by the agency head and therefore may be suspended during adverse weather conditions.

Physical Attack: Unwanted or hostile physical contact including, but not limited to, hitting, fighting, pushing, shoving or throwing objects.

Property Damage: Intentional damage to any property, regardless of who owns it.

Shelter-in-Place: Staff must remain in the building (vice evacuation) and gather in previously determined shelter area(s) in the event of tornadoes, severe weather, active shooter or other emergencies.

Staff: Any person employed by DPH, including full-time, part-time, temporary, probationary, permanent, time-limited, contractual, subject to the State Human Resources Act, exempt from the State Human

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Resources Act, or any combination. Staff also includes non-paid personnel i.e. interns and/or federal assignees stationed in DPH facilities.

Threat: The verbal or non-verbal expression of intent to cause physical or mental harm.

Tornado Watch: A notification issued when weather conditions are favorable for severe thunderstorms to produce tornadoes in and close to the watch area. In most cases, the potential exists for large hail and/or damaging winds in addition to tornadoes.

Tornado Warning: A notification that severe thunderstorms with tornadoes may be imminent. A warning can be issued after a tornado or funnel cloud has been spotted or more commonly if there are radar indications of tornado formation.

Workplace: Any location where an employee is engaged in state business.

Workplace Violence: Acts of violence i.e., intimidation, threats, physical attack or property damage committed in the workplace.

ROLES AND RESPONSIBILITIES

Staff shall:

1. Report all safety and unhealthful acts, violations, suspicious or hostile behavior, suspicious packages, fire risks or anything that could create a health or safety problem to a supervisor and the DPH HR Safety Representative.
2. Know the emergency number if other than **911**, the specific locations of emergency equipment and the physical characteristics of buildings to ensure a quick and orderly evacuation.
3. Evacuate immediately when applicable if an emergency occurs and alert co-workers of the danger. Follow the direction of Floor Monitors and the EEC.
4. Escort guests to the assembly point during any evacuation.
5. Notify the Emergency Evacuation Coordinator in case of an acute injury or chronic condition that would require assistance going down the stairs or walking to the assembly point if the elevators are not working during an emergency.
6. Adhere to the requirements of this policy and its associated procedures. Failure to abide by directions to evacuate the facility may be subject to disciplinary action.

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7. Monitor email for emergency or adverse weather notifications, including when possible, monitoring email from home when there appears to be the possibility of these conditions.

Supervisors/Managers shall:

1. Ensure all new employees receive a copy of the DPH Emergency Action Plan and the site-specific Emergency Evacuation Plan and are trained on these documents within the first 30 business days of employment.
2. Ensure staff has annual training and are retrained when changes occur to the DPH Emergency Action Plan or the local site Emergency Evacuation Plan.
3. Assign a new Floor Monitor when necessary and provide the name and phone number of the new Floor Monitor to the Emergency Evacuation Coordinator.
4. Support staff who are part of the Emergency Evacuation Team when time is needed for evacuations and training.
5. Implement the corrective actions identified after any critiqued emergency or drill.
6. Assure that safety policies, procedures, and practices are followed within areas of authority, and follow DHHS Personnel Actions for Violations of Safety and Health Policies when procedures are violated.
7. Contact individuals when the agency determines that a situation requires employees not previously designated as “emergency employees” to report to work or remain at work during an emergency.

Emergency Evacuation Coordinator (EEC) Roles and Responsibilities:

1. Take charge of the building evacuation process, coordinate in-house activities during emergency and drill evacuations, and assist outside services as needed. The EEC has authority to issue the notice for building reentry. The EEC will have the responsibility to assist the HR Safety Representative with training of Floor Monitors on their responsibilities and address evacuation problems with responsible parties.
2. Will be the direct liaison for the building/location to the HR Safety Representative on safety matter within their areas of responsibility. Attend training conducted by the HR Safety Representative or other designated trainers.
3. Maintain a list of key personnel to contact during and after the emergency using **Appendix D**. The list should include the name and contact number of the DPH HR Safety Representative and Division Management in hierarchy order that will make decisions in the event personnel can’t return inside the workplace.

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4. Maintain a current list of the Emergency Evacuation Team that includes at a minimum the Floor Monitor's names, areas of the building assigned and which doors to exit, and assembly sites assigned. To view an example of the required list, refer to **Appendix A**.
5. Post the Emergency Evacuation Team list on the bulletin board on each floor.
6. Review the site-specific Emergency Evacuation Plan annually and communicate any changes/updates as needed with the building Emergency Evacuation Team.
7. Develop an evacuation plan as soon as possible but no later than 30 days after entrance on duty (EOD) for any employee with an acute/chronic medical problem that prohibits them from walking down stairs in an emergency. Contact the DPH HR Safety Representative for assistance if needed.
8. Coordinate response for fire, lockdown, inclement weather drills, intruder/active shooter events with the Facility Manager and the HR Safety Representative. The Facility Manager is responsible for all appropriate notifications i.e., fire department, other tenants etc.
9. Provide information to emergency responders regarding source and location of emergency and inform them if someone is still in the building.
10. Transfer emergency over to senior management following COOP procedures (emergency that keeps staff away from work more than 12 hours, see Core Requirements, #1) once notified that personnel cannot reenter the building.
11. Meet with Floor Monitors immediately after every evacuation to evaluate the event and review emergency evacuation procedures.
12. Conduct safety team meetings within the building/location with floor monitors and other tenants as needed but not less than semi-annually.

Floor Monitors shall:

1. Communicate with the EEC and other Floor Monitors assigned to the same floor to know where responsibility to evacuate personnel begins and ends. Determine who does common areas, i.e. bathrooms, conference rooms, kitchens, and storage rooms.
2. Assist in the total evacuation of assigned areas and continue to sweep other areas if the other Floor Monitors have not completed sweeps.
3. Maintain a current list of persons who may need assistance exiting the building.
4. Maintain an up-to-date list of personnel in the section assigned and share the list with the EEC and other Floor Monitors on their floor.

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5. Take the lists to the assembly point to account for all staff.
6. If the EEC or Alternate EEC is not present, one of the Floor Monitors must assume the role of the EEC.

Senior Management shall:

1. Find the acting EEC during the emergency and maintain ongoing awareness of the status of the emergency.
2. Implement Continuity of Operations Plan (COOP) as soon as the Emergency Evacuation Coordinator, in consultation with senior management, identifies that staff are not able to return to work due to the ongoing emergency or the inability to reenter a facility.

DPH HR Safety Representative shall:

1. Review the Emergency Action Plan on an annual basis and update the plan based on best practices and when improvements are identified after events or drills.
2. Review each DPH building Emergency Evacuation Plan.
3. Develop, execute, and maintain compliance to training programs to ensure the plan is understood by all staff.
4. Assist and support Emergency Evacuation Coordinators (EEC) and Floor Monitors in understanding and implementing their responsibilities.
5. Maintain a list of emergency employees as determined by the DPH Director or their designee.
6. Notify emergency employees of their status annually and when they are added to the list. This notification shall take place initially via letter, and subsequently via email or letter, at the discretion of the DPH Safety Representative. The notification will include an explanation that emergency employees are required to report for, or remain at work in emergency situations, and an explanation that closing announcements do not apply to emergency employees unless instructed otherwise.
7. Notify the State Human Resources Director within five calendar days of all emergency closings.
8. Maintain lists of mandatory employees as determined by the DPH Director or designee.
9. Notify mandatory employees of this designation along with the expectation for reporting to work during adverse weather conditions as well as the consequences for not meeting that expectation.

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10. Notify non-mandatory employees of this designation as well as options for reporting to work and accounting for lost time from work during adverse weather conditions.

DPH Director or Designee shall:

1. If possible, reassign employees to alternative worksites within the same commuting area to avoid work stoppage when there is an emergency closing. Consider alternative work arrangements such as flexible work schedules and working from home if applicable.
2. Designate employees as “mandatory employees,” per the DHHS Adverse Weather Policy.
3. Designate employees as “non-mandatory employees,” per the DHHS Adverse Weather Policy. Any employee not designated as mandatory is non-mandatory.
4. Designate services as “mandatory operations,” per the DHHS Adverse Weather Policy.
5. Designate services as “non-mandatory operations,” per the DHHS Adverse Weather Policy.
6. Designate employees as “emergency employees,” per the DHHS Emergency Closing Policy.
7. Designate services as “emergency operations,” per the DHHS Emergency Closing Policy.

FACILITY AND EMERGENCY EQUIPMENT REQUIREMENTS

Alert System – Desktop Computer Application for Six Forks Campus

The Emergency Alert Application is a notification tool to be used in the event of an emergency, such as an active shooter event, workplace violence incident, tornado, or any other incident threatening the physical safety of employees on the Six Forks Campus. **USE ONLY WHEN THE SITUATION IS SAFE TO DO SO.**

APPROPRIATE USE OF THE EMERGENCY ALERT APPLICATION

- This alert system is to be used *only* in situations posing an *immediate threat* to the safety of employees on the Six Forks Campus, including threats such as tornadoes, active shooter incidents, workplace violence incidents, or other serious incidents where other notification means are not appropriate or will not be effective.
- This alert system should not be used in the instance of a fire, as the fire alarm is the appropriate mechanism of alert.
- This alert system is not intended to replace notification of appropriate authorities, such as the police/dialing 911, when necessary.
- This alert system is not intended for, nor should it be used for, personal messaging, social use, or promotional use, and any such use may result in disciplinary action.

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LOCATION/INSTRUCTIONS FOR THE EMERGENCY ALERT APPLICATION:

The alert application is found on the tool bar at the bottom of the computer screen. An alert may be executed by any Six Forks Campus employee via the desktop application. To initiate an alert, hover over the icon with the mouse and “right-click.” Upon right-clicking, three options will appear.

- Active Shooter
- Tornado Warning
- Custom Message

IN THE EVENT OF AN ACTIVE SHOOTER:

In an active shooter situation, assuming it is safe to do so, “left-click” on “active shooter.” A message will be sent automatically to all computers with this alert application across the Six Forks Campus, notifying each user of an active shooter event. There is no need to type anything else.

****If danger is not imminent, send out a more detailed alert message by then “left-clicking” on “Custom Message” instead. Type a specific message identifying the location of the shooter, whether the police have been notified, and any additional pertinent details. Then click “send.”**

IN THE EVENT OF A TORNADO:

For a verified tornado, assuming it is safe to do so, “left-click” on “tornado warning.” A message will be sent automatically to all computers with this alert application across the Six Forks Campus, notifying each user of an active tornado. There is no need to type anything else.

IN THE EVENT OF ANY OTHER IMMEDIATE THREAT, SUCH AS A BOMB THREAT OR LOCKDOWN:

In the event of an immediate threat to the safety of the employees on the Six Forks Campus, assuming it is safe to do so, “left-click” on “Custom Message” and type a specific message identifying the type and location of the threat, whether police have been notified, and any additional pertinent details. Then click “send.”

NOTE: Once the message has been sent, the alert disappears from the computer screen, but appears on the screens of other users.

Alarm Systems

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An alarm system can be any piece of equipment or device designed to inform staff that an emergency exists or to signal the presence of a hazard requiring urgent attention. The preferred means of alerting staff are:

- Manual pull stations
- Public address systems (emergency messages take precedence)
- Telephone intercom systems
- Horns, whistles or bells
- Email in conjunction with one of the other methods but not exclusively.

Buildings are equipped with fire alarm systems activated with either a "pull station" or an alarm which is activated by the building's automatic smoke/heat/sprinkler detection system. Staff should familiarize themselves with the locations of fire alarm pull stations located in respective buildings.

In facilities where the primary alarm operates on electricity, there must be a secondary alarm device which does not rely on electricity or telephone lines. In facilities that do not have a hard-wired electronic alarm system for notifying staff during an emergency, the alarm device used must:

- Be heard above the ambient noise levels throughout the workplace.
- Be perceived by all staff.
- Be distinctive and recognizable.
- Have priority over all other communications.

For offices with 10 or fewer staff, direct voice communication is an acceptable procedure for sounding the alarm provided all staff can hear the alarm and do not need a back-up system. Any fire suppression system (fixed systems found in some IT rooms or over kitchen stove tops) will automatically activate the building alarm system.

Evacuation Maps

The map is labeled "Evacuation Routes" and posted in key areas of the facility on each floor. The evacuation map contains the building name and floor, the location of fire extinguishers, and the "You are Here" designation. The map shows the primary means to egress (using lines and arrows) from the "You are Here" location. If applicable, the second exit will also be shown.

Specially Protected Rooms with Clean Agent Fire Suppression Systems

Staff members working in rooms protected with a clean agent fire suppression system should receive training from a supervisor. The training should include the safety data sheet for the agent, how to activate the system, what to expect and what actions to take if the agent is discharged.

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Staff members are required to wear a DPH identification badge at all times and the badge should be easily seen. Staff must not allow non-employees to enter the building using their badge. Depending on the facility, visitors may be required to sign in/out and may be issued a DPH visitor badge to display.

The security of each DPH site will be reviewed by local management to minimize the opportunity for theft, trespassing and HIPAA violations.

All staff members are empowered to approach strangers in the workplace to verify identity and offer assistance in reaching a destination. If the person is not an employee and is found in a secured area of the premises, management should investigate immediately. Employees must notify a supervisor and should offer assistance to the person. Some questions that management needs to consider include:

- How did the person gain access?
- What are their intentions?
- Does law enforcement need to be called?
- Is property or confidential information stolen?
- Does the person need to be delayed (not forcefully, only with open ended questions) until law enforcement arrives?
- If the person flees, attempts should be made to obtain the vehicle license tag number.

REPORTING EMERGENCIES

The employer shall post emergency telephone numbers near telephones, on employee bulletin boards, and other conspicuous locations. The numbers are also found in the site-specific Emergency Evacuation Plan. All emergencies will be reported by one or more of the following means as appropriate:

- By calling the emergency number
- By activating the building alarm system
- By notifying the Emergency Evacuation Coordinator, local, and senior management

Some DPH facilities require a 9 or a 7 be dialed to get an outside line i.e., 9-911 or 7-911. For some emergencies, more than one agency may respond.

MEDICAL EMERGENCIES AND FIRST AID

In a medical emergency, staff shall assist to the level of their training. Staff should be assigned to stay with person(s), call 911, meet the first responders and bring them to the injured/ill person(s).

Depending on the nature of the illness, staff can choose to drive themselves to the doctor, or obtain transportation from a family member, friend or coworker. An employee has the legal right to refuse medical care.

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When calling 911 or another emergency number, provide Emergency Services with the following information:

- Caller's name, phone number, street address, nature of the emergency
- What happened, are they conscious, gender, age, if known

Stay on the line answering questions until directed to hang-up. Request confirmation of the building and/or emergency location from the EMS dispatcher. Inform the emergency operator that someone will meet the EMS team outside the front door, in order to direct them to the location of the medical emergency. The EEC or designee will direct emergency personnel to the emergency site.

First aid will be administered within the capabilities of the first aid supplies onsite. The local EEC or designee is responsible for maintaining the first aid kit to ensure availability and freshness. It should be kept in the most central reception area of the building/work location.

EVACUATION PLANS

Every DPH location has a site-specific Emergency Evacuation Plan which is reviewed annually by the EEC. See **Appendix B "Emergency Evacuation Plan"** for an example of the information included in the plan.

DRILLS

Each location conducts at a minimum one fire drill and one tornado drill a year. Bomb threat or lockdown drills may be conducted as warranted. Drills are conducted when a majority of staff are present to participate in the drill. In facilities with an electronic alarm system, drills need to be coordinated with the landlord, the fire department, and other tenants.

The Emergency Action Plan shall be tested through unannounced drills, held at unexpected times, with the least impact or business interruption and under varying conditions to simulate unusual conditions. Fake or real weapons will not be used by DPH staff during lockdown drills.

The list of staff who participated in the drill will be sent to the DPH HR Safety Representative along with the Evacuation Report by the Emergency Evacuation Coordinator for each building.

EVACUATION PROCEDURES

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Employees who discover fire or smoke must initiate a building evacuation by pulling the fire alarm or by following the site-specific notification system. All staff and visitors shall follow these basic evacuation guidelines when responding to an alarm or announced emergency:

- All telephone calls should be ended immediately.
- All staff shall exit to the assigned assembly point.
- Use the stairs when evacuating for all emergencies.
- Do not use the elevator to exit during any emergency.
- Staff shall report to their Floor Monitor at the assembly point.
- Stay at the assembly point unless given permission by the EEC to leave or reenter the building.
- Keep fire lanes clear.

Floor Monitors survey assigned areas by sweeping through the area, knocking on closed doors, opening the door if unlocked and checking to see if anyone is present, and **closing doors** when certain that no one is in the room.

After the Floor Monitor sweeps assigned area, verify other adjacent areas have been checked by quickly looking to see if the doors are closed. If the first doors in the sections beside them are closed that verifies that the area has been checked. Floor Monitors must remember to bring employee list(s) to the assembly points. Floor Monitors check-off who participated in the drill. Floor Monitors will notify the EEC which areas were checked, if anyone is still in the building and provide any information discovered regarding the emergency.

Employees or visitors with special needs should be identified to the EEC and Floor Monitors. Individuals who are sight, hearing or physically impaired will have a specific evacuation plan to ensure their safety and will be assisted in accordance with the written plan. Copies of all person-specific evacuation plans shall be sent to the DPH HR Safety Representative.

There shall be an external primary evacuation assembly point approximately 300 feet from the building (when possible). The EEC will move personnel in the event the primary area becomes unsafe.

While staff is congregated in the evacuation assembly point, vehicles should be discouraged from entering the parking lots.

Every DPH building will identify a primary and secondary area to evacuate to in the event of a severe weather emergency. These shelter areas should be in the center of the building, on a lower level preferably without windows, away from electrical rooms, and should be the most structurally sound. Every Emergency Evacuation Plan will identify the safest locations to take refuge if the building goes into lockdown status. Staff failing to abide by directions and guidelines to evacuate the facility shall be subject to disciplinary action.

The ECC determines if all areas of the building were cleared. Once the Fire Department or other responsible agency notifies the EEC that the building is safe to reenter, the EEC notifies personnel to return to their

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work areas. If the emergency poses a threat to adjacent buildings, the EEC notifies those concerned by phone or by messages.

EMERGENCY CLOSING

Emergency closing of DPH facilities is governed by the DHHS Emergency Closing policy found at the following link: <http://oshr.nc.gov/policies-forms/leave/emergency-closing>

The DPH Director or designee determines essential personnel and is responsible for coordinating the assignment of an alternative work location in lieu of work stoppage when possible.

Employees will be advised via email message of agency, office, or facility closing decisions. All staff should arrange to have access to work email from home via Outlook for this purpose and monitor email when there may be reasons for emergency communications.

Emergency Employees are required to report for or remain at work in emergency situations. See definition of Emergency Employees in Definitions Section of this document.

FIRE PREVENTION AND EMERGENCY RESPONSE

The following safety rules are designed to minimize opportunities for fires:

1. Smoking is prohibited on all DPH facilities and parameters, such as the Six Forks Campus, the District Drive Campus, the Cooper and Cottons Buildings, any owned or leased office or warehouse space, and state vehicles.
2. Appliances (refrigerators, microwave, coffee pots, etc.) should be located in a central work area available to staff. Appliances must be plugged directly into the wall outlet and never into a multi-outlet strip or surge protector. Personal coffee makers, candle warmers, hot plates, plug-in air fresheners, lit candles, potpourri, or open flames are prohibited.
3. Staff must remain at the microwave oven during the entire microwaving process regardless of the product being heated (food or beverage).
4. The use of space heaters must be in compliance with the OSHR policy.
5. Three prong extension cords are not allowed for permanent operations but can be used for temporary situations i.e. training but not longer than 30 days and must be approved by Facility Management to ensure an electrical overload doesn't occur. Two-pronged extension cords, multi-outlet strips, and adaptors are not allowed.

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6. Surge protectors must not be connected to other surge protectors, or extension cords, or to Uninterruptible Power Supply (UPS) boxes.

Notify a supervisor, Facility Manager (if applicable) and the EEC if a burning odor is noticed/detected. If the odor persists, and the source cannot be identified, the fire department should be called to investigate.

Fire Extinguishers

Fire extinguishers have two specific purposes:

1. Put out a small fire or fire that has just started (incipient stage fire); and
2. Knock a fire out of the path for evacuation.

Portable fire extinguishers are a safety tool to be used in the event of a fire. These are placed in the hallways, are well marked, and are located within 75 feet of any point in each building.

If a fire has just started and is smaller than a trashcan, use the PASS method to operate a fire extinguisher:

- Pull the pin at the top of the extinguisher. The pin releases a locking mechanism and will allow the lever to be squeezed.
- Aim at the base of the fire, not the flames.
- Squeeze the lever slowly. This will release the extinguishing agent in the extinguisher.
- Sweep from side to side starting about 8-12 feet away and move toward the fire once it starts to diminish.

Fire Response

If fire or smoke is observed:

- Utilize the manual “pull station” or use the local alert system and shout “FIRE” to initiate a building evacuation.
- Go to the nearest safe location and dial **911** after exiting the building.
- Notify the EEC and Facility Management of the location and cause of the fire.
- Provide Emergency Services the following information:
 - Name and physical address of the building.
 - Location of the fire within the building.
 - A description of the fire and how it started (if known).

If there is smoke blocking the path to the outside, crawl quickly toward the exit door. If there is fire blocking the path, use a fire extinguisher to smother the nearest flames in order to get through or take refuge in a room with a window. If trapped in a building during a fire:

- If possible, move to a room with an outside window.

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- Dial **911** and give the dispatcher your location.
- Take position where rescuers can see you through the window and wave a light-colored item to attract attention. Stuff clothing, towels or paper around the cracks in the door to seal smoke out of the room.
- Be mindful that rescue of occupants within large structures will take time.

SEVERE WEATHER

DPH functions under adverse weather governed by the DHHS Adverse Weather Policy can be found at the following link: <http://oshr.nc.gov/policies-forms/leave/adverse-weather>

Employees will be advised via email message when adverse weather conditions are in effect and expectations for remaining at work, reporting to work, or accounting for lost time from work. Email will also be used to communicate to staff the adverse weather suspension of non-mandatory operations decisions. All staff should arrange to have access to work email from home via Outlook for this purpose and monitor email if there may be reasons for adverse weather communications.

The public in the Raleigh area will be notified of suspension of non-mandatory operations via a posting on the WRAL website. Offices in other regions that serve the public will develop plans to notify the public via the local media resources commonly used for cancellations.

Mandatory employees are required to work during adverse weather conditions. See definition of mandatory employees in Definitions Section. Employees who have not been designated as mandatory are non-mandatory employees.

Mandatory operations are functions overseen by staff designated as mandatory employees. These functions relate to maintaining the integrity of DPH ongoing operations and emergency response. For example; equipment, records, and samples must be kept secure even when the related operations are suspended during an emergency. Also, crisis functions that apply to any emergency that exists must continue, and staff whose functions relate to emergencies must be prepared to respond if a related crisis arises. DPH operations not designated as mandatory are determined to be non-mandatory operations.

Employee travel is discouraged when routes of travel are under a hurricane warning, tornado watch or tornado warning.

Hurricanes

When a hurricane watch turns into a hurricane warning, staff will be notified by the EEC via email, public address systems, telephone broadcasts, and word of mouth. Supervisors, managers and staff should use best judgment when determining when and if employees should leave work to get home safely.

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When a hurricane warning is projected, and time permits, staff should remove all computers from the floor, cover them with plastic and place important records inside cabinets and other secure places away from windows.

Tornadoes

When there is a tornado watch, staff will be notified, by the EEC, to be on the alert for severe weather. Tornado warnings are communicated via the quickest route-public address systems, telephone intercom systems, email, or word of mouth. Staff should remain alert until weather conditions change.

When immediate danger is identified, the EEC will make the determination when to retreat to the shelter area. The decision will be made using the following criteria:

- Radar is highlighting the geographic location of the facility in the storm track prediction.
- Verbal report from an employee who is observing a tornado funnel.

When a tornado is projected to be in the vicinity, staff shall evacuate to the tornado shelter area. Staff must avoid windows and glass doorways, cover should be taken where possible, under desks and tables.

Protect yourself by crouching down making yourself as small as possible and covering your head with your hands and arms. Shelter areas should be quiet, so all instructions and signals are heard.

A weather radio in combination with local radar is the preferred method of updates in changing weather conditions. Other means used to monitor this information are as follows:

- Go to the following link: <http://weather.gov/>
 - In the left corner under “Local Forecast,” use the zip code to perform the search. Bookmark the correct National Weather Service office. From there, you can be apprised of warnings in your county.
- Local radio and TV stations.
- <https://weather.com/>
- <http://www.emergencyemail.org/> (automatic email notification)

The EEC must have a portable source of information to determine when it is safe to leave the shelter area, i.e. weather radio, internet.

BOMB THREATS/EXPLOSIONS

To ensure the safety of staff and the general public, bomb threats must be considered real until proven otherwise. The procedures described below should be implemented regardless of whether the bomb threat appears real or not. In most cases, bomb threats are meant to disrupt normal activities. The only safeguard against an explosion is immediate evacuation.

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The following bomb threat procedures have been established for personnel located in the Division of Public Health offices:

During a Bomb Threat call, the employee receiving the call shall abide by the following:

- DO NOT put the caller on hold OR attempt to transfer the call.
- DO NOT HANG UP THE PHONE THAT RECEIVED THE CALL.
- If possible, have someone else use another phone to dial **911**.
- Keep the caller on the line long as possible.
- Use **Appendix C (Bomb Threat Report Form)** to record the information gathered.
- Ask who is calling, and have the caller repeat the message.
- Write down every word spoken by the person making the call.
- If the caller does not indicate the location of the bomb, the type of bomb, how you can identify the bomb, or the time of possible detonation, the person receiving the call should ask the caller for this information.
- Pay particular attention to any background noises such as motors running, background music or any other noises which might give even a remote clue as to location of the caller.
- Listen closely to the voice (male-female), voice quality, accents and speech impediments.
- It is advisable to inform the caller that the building is occupied, and the detonation of a bomb could result in death or serious injury to many innocent people.

After the caller hangs up, leave the phone off the hook and call 911 (from a different phone) to report the bomb threat call.

During the Bomb Threat evacuation:

- Do not use cell phones (i.e., power on/off, answer, text, etc.). A cell phone signal can set off some types of bombs.
- Have a primary and secondary means to communicate this is a bomb threat.
- Do not close office door nor turn off lights.
- Upon being notified that a bomb threat call has been received, the EEC will immediately instruct the Floor Monitors to evacuate their areas and notify nearby buildings of the threat.
- After building evacuation, Floor Monitors shall report to the EEC at the designated site that all staff has been accounted for.
- Floor Monitors will conduct a visual search in designated areas while exiting the building.
- Staff needs to practice situational awareness and report suspicious packages to a Floor Monitor. If found, staff will not move, jar, or touch the object or anything attached to it.
- Floor Monitors and staff will immediately report all findings to the Emergency Evacuation Coordinator and emergency personnel.

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In the event of an explosion:

- Evacuate as soon as possible.
- Dial **911** and report injuries (if any).

SUSPICIOUS PACKAGES/ MAIL

A suspicious letter or package has one or more of the following characteristics:

- Foreign mail, air mail and special delivery
- Restricted markings such as confidential, personal, etc.
- Handwritten or poorly typed address
- Incorrect titles, titles but no names, or wrong title with name
- Misspellings of common words
- Oily stains, discoloration or odor
- No return address
- Excessive weight or excessive postage
- Rigid or bulky envelope
- Lopsided or uneven envelope
- Protruding wires or tinfoil
- Excessive packaging materials such as masking tape, string, etc.
- Visual distractions
- Shows a city or state in postmark that does not match the return address

Individuals who discover suspicious packages, powders or liquids should:

- NOT shake or empty the contents of a suspicious package or envelope.
- NOT show a suspicious substance or package to others or allow others to examine them.
- NOT sniff, touch, taste or look closely at the package or suspicious substance.
- Put the package or envelope on a stable surface.
- Wash hands with soap and water to prevent spreading potentially infectious material to face or skin.
- Alert others in the area about the suspicious package or envelope.
- Leave the area, close any doors and take action to prevent other from entering the area.
- Call 911 and describe the situation.
- Isolate individuals who may have been exposed in a safe area until cleared to leave by law enforcement, public health or emergency response personnel.
- Create a list of persons who may have been exposed to the substance.
- Consult with a supervisor/EEC who should contact 911.
- Notify the Facility Manager or landlord, DPH HR Safety Representative, DPH Human Resources Manager, and DPH Deputy Director immediately.

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TOXIC FUMES/GAS LEAKS/CHEMICAL RELEASES

Staff should report all unexplained, irritating odors to a supervisor, safety committee member and facility management. The safety committee member will attempt to locate and eliminate the source of the odor. If an odor is causing health complaints, the supervisor or EEC needs to make a decision as to whether a partial or full evacuation is warranted. Procedures need to be in place to contact building maintenance and if possible, place the building on 100% exhaust until the odor is cleared. The Fire Marshall may be of assistance in identifying the cause of the odor and clearing the office of fumes.

Carbon monoxide and diesel fumes can enter a building from delivery trucks at loading docks. Trucks must be turned off as soon as they are parked.

Since natural gas has no scent, a strong odorant that smells like rotten eggs is added to help you detect possible leaks.

If you see evidence of or smell natural gas:

- Extinguish and remove any cigarettes or other smoking materials from the area.
- Do NOT use matches, lighters or other open flames or activate light switches, electrical appliances, flashlights, doorbells or even garage door openers, as they could create a spark.
- Do NOT use telephones (cellular included) on the premises where the leak is suspected. Phones can create a spark.
- Evacuate everyone from the building immediately and then call the emergency number.

Unused sink and floor drains are often a source of sewer gas that can be eliminated by pouring water into the floor drain periodically.

Chemical spills that are not contained inside a ventilated hood may require a room/building evacuation. Personal protective equipment, neutralizing agents, and spill clean-up kits must be available for decontamination and disposal. Staff must have training on appropriate spill clean-up procedures if chemicals exist in the work area.

Safety Data Sheets (SDS) must be obtained by the employee's supervisor for all chemical exposures to determine specific medical response.

- If a chemical is splashed or sprayed into the eye, the eyelid must be held open and the eyes flushed for a minimum of 15 minutes.
- If a chemical comes in contact with the skin, flush with cool water for a minimum of 15 minutes and seek medical attention immediately.

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UTILITY EMERGENCIES

Electrical Loss

If the electricity is off, notify the landlord, facility management, or maintenance. Management must review the situation and provide suggestions to keep staff in the workplace or change the workplace to another location.

Floods

The EEC and local management should contact facility management and/or landlord to shut off the power to the building in the event of a flood. Electricity and water can be a deadly combination. Employees must not walk in a flooded building when the electricity is still energized.

- To prevent mold and fungus growth, any building that is flooded needs professional remediation **immediately**. The remediation may include topical treatment with approved disinfectant, humidifiers and fans and possible tear out of wet areas depending on the length of time and depth of saturation.
- Floods involving sewer back-ups need to be decontaminated and dried out **immediately**. If the water comes in contact with carpet, sheetrock or other absorbent building materials, those materials need to be managed using best practices in the industry.

Note: Consult with DPH Safety Representative and DPH Occupational Environmental Epidemiology.

Loss of Water and Access to Restroom Facilities

If there is a loss of water in a building that has safety showers and eyewashes, work with toxic, infectious or corrosive chemicals must cease. During a loss of water, management must arrange for restroom facilities or relocate workers.

Heating Ventilation and Air Conditioning (HVAC)

The standard temperature range for offices is 68-76 degrees. If temperatures are outside this range and employees are uncomfortable report this to the building maintenance liaison. If the HVAC unit is not functioning properly, management must review the situation and provide suggestions to keep staff in the workplace or change the workplace to another location.

Elevator Malfunction

If trapped in an elevator, use the emergency telephone, emergency bell or (Six Forks Campus) press the “push to call” button. An operator will automatically be provided with the location. If you are not inside the elevator but hear an elevator bell, call the emergency number (**Elevator Service Contact**) or **property management**. Keep the occupant calm and wait for help to arrive.

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LOCKDOWN PROCEDURES

Community Lockdown – Stay- Inside Procedures

Staff will be asked to remain inside the building, when there is suspected danger outside that may pose a threat to the facility or information about a real or perceived threat is being evaluated. Such situations may include but are not limited to the following:

- Disgruntled/Angry individual making a threat or destroying property
- Armed prisoner escape
- Armed robbery/shots fired
- Natural gas leak
- Dangerous animal

Community Lockdown notification to “Stay Inside” will be communicated over email or paging system, and then verbally by Management and Floor Monitors who are first made aware of the threat.

A sign such as the following will be posted on the doors:

Community Lockdown
Remain in the Building Until the All Clear is Given
Date and Time: _____
Contact Name: _____ **for more information**
Phone #: _____
Do NOT leave the building.

All outside activities should cease and staff should stay inside the building. All outer doors must be locked and Lockdown signs hung on entrance doors if possible. The EEC will assign a Floor Monitor or the Receptionist to post the signs.

Staff asked to stay inside should remain alert until the perceived threat is over.

Building Lockdown Procedures

The lock down is initiated when a risk assessment determines the need to secure the facility. Examples of actions that would trigger a Building Lockdown alert:

- An armed person enters the building with the intent to do harm.
- A disgruntled employee is violent and out of control.
- A dismissed employee returns to work with a weapon.
- A fight between an employee and their significant other carries over in a violent action at work.
- Shots are heard outside the building.
- A person is thought to be emotionally disturbed has made threats to cause harm and is seen

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approaching the building.

Specific personnel who are stationed near entrances and windows will be assigned to lock the exterior doors and close/lock all windows. Once an assigned area is locked down it should be communicated to staff it has been completed.

Each facility will determine the fastest appropriate primary and secondary method to communicate this danger. Following are examples of methods to communicate:

- Public address system
- Email
- Broadcast telephone message: “Emergency Lock Down Alert – Quickly proceed to your assigned lockdown shelter or the nearest lockable room – Lock and secure all interior and exterior doors and windows”
- Air horn/whistles: The building Evacuation Plan will list the length of the blast and the length of the pause between blasts and describe which device will be used

Once the alarm is given, the lock-down initiator must immediately call the emergency number and provide as much information as possible. The lockdown initiator could be management, safety representatives or the person who observed the person enter the building with a weapon. The lockdown initiator will provide the following information to emergency services:

- Location address
- Intruder description, appearance, clothing, car make and model
- Intruder location, if known
- Any recorded injuries, if known
- General location of all shelter areas
- Potential for further shooting or damage

Upon the issuance of the emergency announcement or signal, all DPH staff and visitors will proceed immediately to their nearest designated “Lockdown Shelter Area” or the nearest room that is lockable. Staff in a designated lock-down shelter or a locked room will follow the procedures below:

Make the room appear vacant by:

- Locking the door.
- Bracing the door immediately with furniture, or a chair under the door knob.
- Turning off all lights, and radios.
- Setting cell phones to vibrate or mute.
- Closing window blinds to avoid being heard or seen through any doors or windows.
- Not talking or making unnecessary sounds.

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- Sitting below window level, toward the middle of a room away from windows and doors and crouching under furniture, or a table on its side.
- Positioning themselves low to the floor and be as calm, still and quiet as possible.
- Postponing unnecessary communication i.e. cell phone etc. for the duration of the emergency. Limit cell phone use to call or alert emergency number only if critical information needs to be communicated i.e. injuries, information about intruder.
- NEVER OPENING OR UNLOCKING DOORS DURING A LOCKDOWN.
- NOT exiting the room under any circumstances. Wait for further instructions from law enforcement or emergency personnel.
- Being prepared and remaining ready to move or evacuate when directed by law enforcement. Remain quiet and wait for further instructions.

Each DPH facility may request that local law enforcement evaluate the security of the building and help identify shelter areas for staff to take refuge in the event of a lockdown situation. If this free service is not available, management and safety committee members will determine safe areas from the guidelines listed below:

- Staff shall not gather in conference rooms or common areas unless there are no other areas with have lockable doors.
- Staff must vacate open cubicles and retreat to an area with a locked door preferably with no viewing window or with blinds that can be closed.

If outside the designated shelter areas during a lockdown and a law enforcement officer says, “lie on the floor” or “get down,” do so immediately. The officer has no way of differentiating anyone from the intruder. When it is safe to exit the lockdown shelter areas, the EEC will activate the alarm that requires staff to go to the Severe Weather Shelter area. If there is a Public- Address System wait for the announcement, **“All staff should report to their Severe Weather Shelter to debrief with the EEC or Local Management”**. The EEC may move this meeting to the external assembly points to pass on information and to account for all personnel. Staff must meet with Floor Monitors to be accounted for. Law enforcement will need to know that all staff is accounted for. Staff shall not leave until a full accountability is completed.

In the event the fire alarm is activated during a lockdown, the EEC and local management should call **911** and request that the dispatcher notify law enforcement on the scene. Then, obtain directions on evacuating the safe shelter areas. The staff should be informed of the updated status of the situation and that new details are pending. Fire systems are monitored, and staff is to remain secured until law enforcement gives the all clear. **All emergency signals are to be taken seriously.**

After the incident, the DPH HR Safety Representative and management need to be notified and an incident report needs to be completed.

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WORKPLACE VIOLENCE PREVENTION AND RESPONSE

Workplace Violence Prevention

The Division of Public Health has a zero-tolerance policy on workplace violence.

All staff should continuously be alert to workplace violence situations and the possibility of violence in the workplace caused by anyone at the facility. Staff acting in good faith who report real or implied threatening behavior will not be subject to retaliation based upon those reports.

It is recommended that management, supervisors and co-workers be available to assist employees who exhibit emotional stresses and other indicators that draw concern to their ability to be reasonable. The act of listening with respect is a powerful tool to defuse someone who is angry or on the verge of a mental health crisis. Staff may also be referred to the Employee Assistance Program by a supervisor or manager when abrupt changes in job performance and/or personal conduct impact the workplace.

A mental health crisis exists when an individual is threatening harm to himself or someone else and has lost the ability to cope. All suicidal or homicidal comments must be taken seriously. An assessment needs to be made as to the level of threat. If in doubt, call your local mental health entity to assess the situation and determine appropriate response. In Wake County, Alliance Behavioral Health Care 919-651-8401 or 1-800-510-9132. **If the person has a weapon, call 911 immediately.**

All staff shall be responsible for notifying their supervisor immediately of any threats which they have witnessed, received, or been told that another individual has witnessed or received. Staff will use their chain of command, during the absence of an immediate supervisor. Staff shall be responsible for making this report regardless of the relationship between the individual who initiated the threat or threatening behavior and the person(s) who are threatened.

All reports shall be confidential and released only as required by applicable law.

Everyone (except law enforcement) is prohibited from possessing or carrying a firearm, dangerous weapon or explosive device of any type on state property, leased facilities, and in any state-owned vehicle.

Staff who apply for or obtain a temporary restraining order (TRO) or a domestic Violence Protection Order (commonly referred to as a 50B Order) against another individual shall notify their supervisor. The employee should keep a copy of the order with them at all times, and provide the supervisor, management, security, and the DPH HR Safety Representative with a copy. A copy of the order will be given to local law enforcement.

Staff having domestic problems at home which may affect their safety or the safety of others at work should inform their supervisor. The DPH HR Employee Relations staff will coordinate all resources available to protect the worker and apply all legal remedies including an Employer Civil No-Contact Order when warranted. HR will review other options to keep the worker safe, i.e. moving the worker, changing telephone numbers or email addresses.

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Crisis Management Team

The Crisis Management Team has responsibilities before, during and after an incident of workplace violence.

Before an incident occurs:

1. Identify areas and situations at high-risk for potential acts of violence within the facility and grounds.
2. Develop specific procedures:
 - to reduce risks
 - to defuse threatening situations
 - to respond to violence
 - to provide assistance and support to victims
3. Establish protocols for communicating with DHHS, the media, workplace violence victims, and family members about incidents of workplace violence (including domestic violence).
 - DPH Safety Representative will communicate with the DHHS Agency Safety and Health Manager regarding the incident.
 - NC DHHS Public Affairs Office will communicate with the media.
 - NC DPH Human Resources director or designee will communicate with family member(s).
4. Establish relationships with and get contact information from law enforcement personnel, State Capital Police and other essential groups.

During an incident of workplace violence:

1. Establish coordination with local law enforcement.
2. Provide decision-making support to the DPH local senior management in the event of violence or a threat of violence. This includes providing evaluation reports of potential for violence and recommending appropriate responses.

After an incident of workplace violence:

1. Refer staff that may have been traumatized by an incident (including a threat of violence) to the Employee Assistance Program (EAP) Consultant.
2. Document each report of violence as ‘incidents’ on the DHHS Workplace Violence Incident Report Form.

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3. Analyze each incident of violence to determine if there are specific actions/measures that DPH can take to prevent any similar incidents in the future.
4. Recommend preventive measures to appropriate personnel.
5. Facilitate the implementation of recommended preventive measures.
6. Recommend appropriate actions for staff or others who initiate or perpetrate “workplace violence” (including threats or intimidation).

Workplace Violence Response

Supervisors shall immediately assess any reports of violence, gather factual data and report findings to the DPH HR Safety Representative via the phone and using the Workplace Violence Incident Report found in **Appendix D**. If the DPH HR Safety Representative is not available, contact any member on the team. The DPH HR Safety Representative will provide any formal procedures already developed or may convene a conference call or impromptu meeting with the team and local parties involved to determine next steps. Any person who makes threats, exhibits threatening behavior or engages in violent acts on the premises may be removed from the premises by law enforcement (call 9-911). Such persons may be required to remain off the premises pending the outcome of an investigation by the DPH HR Safety Representative and/or law enforcement that will make recommendations to the Facility Director for appropriate action and response.

This response may include but is not limited to suspension or termination of employment, and/or criminal prosecution.

Staff **shall** report any acts or threats of violence to their immediate supervisor, Human Resources, a member of the management team, and/or any member of the Crisis Management Team. Staff acting in good faith who report real or implied violent behavior will not be subject to retaliation based upon the report.

The DPH HR Safety Representative will handle any report of violence in a confidential manner, with information released only on an “as-need-to-know” basis and as required by applicable law. The DPH HR Safety Representative will provide the DHHS Employee Safety and Health Manager with a copy of the DHHS Workplace Violence Incident Report (**Appendix D**) by the 10th of every month. The name of the victims and the aggressor will be removed from the report. These records are to be maintained by the agency DPH HR Safety Representative for two years.

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TRAINING

1. Supervisors or their designee will train all staff on the site-specific Emergency Evacuation Plan for their building and the DPH Emergency Action Plan. New hires will be trained within 30 days of hire and documented on the New Employee Checklist.
2. The supervisor/manager may appoint a trained employee to act as a guide to the new employee in an emergency until the employee has been adequately trained.
3. A copy of the DPH Emergency Evacuation Plan will be readily accessible to all staff via the DPH homepage.
4. The Emergency Evacuation Coordinator shall meet with Floor Monitors at least semi-annually to review emergency evacuation procedures and building evacuation needs.
5. The Crisis Management Team will be trained on the Emergency Action/Security Plan and review it annually for updates and changes.
6. If it can be demonstrated that an employee has ignored or violated established safety and health policy, procedures, or practices, such employee may be subject to formal disciplinary action under the "Job Performance Category." A violation of policy or an unsafe act may be considered in the Personal Conduct category of the Disciplinary Procedures if it is so careless, reckless, or wanton that it is likely to result in an immediate or severe threat to life or property.

DOCUMENT HISTORY

TBD: Initial approval of procedure

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Appendix A: Emergency Evacuation Team

Team Members	Telephone	Location	Responsible For	Alert Devices	Exit Route	Severe Weather Shelter
Emergency Evacuation Coordinators						
			Managing and Coordinating		Front	Cardinal Room
			Alternate Manager of the Incident	Signal Horn	Front	Cardinal Room
Floor Monitors- Level One						
			Section D, Restrooms, Cardinal Room	Signal Horn	Front	Cardinal Room
			Section C		Rear	Cardinal Room
			Section A, B, Restrooms, Cardinal Room		Rear	Cardinal Room
Floor Monitors- Level Two						

*EEC is responsible for maintaining this list. It should be posted on the bulletin boards on each floor.

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Appendix B: Emergency Evacuation Plan Form

Evacuation Plan	
Emergency Telephone Numbers:	Mobile Crises Number:
DPH Section or Location Name:	
Address:	
Number of Employees Normally Assigned to this Location:	
Chain of Command:	
Type of Structure: <input type="checkbox"/> Brick <input type="checkbox"/> Wood <input type="checkbox"/> Ranch <input type="checkbox"/> Multistory (list floors employees work on)	
Security Features <input type="checkbox"/> Security Badge Entry <input type="checkbox"/> Keypad Entry <input type="checkbox"/> Other Security Features (list) <input type="checkbox"/> No Working Alone Procedure	
Fire and Life Safety Features <input type="checkbox"/> Smoke Alarms <input type="checkbox"/> Heat Detectors <input type="checkbox"/> Carbon Monoxide Detectors <input type="checkbox"/> Sprinklers <input type="checkbox"/> Pull Stations <input type="checkbox"/> Public Address System <input type="checkbox"/> Telephone Intercom <input type="checkbox"/> Alarms W/O Strobe Lights <input type="checkbox"/> Alarms with Strobe lights <input type="checkbox"/> Room(s) with Fire Suppression System (list) <input type="checkbox"/> Emergency Lights <input type="checkbox"/> Flashlights <input type="checkbox"/> Lighted Exit Signs <input type="checkbox"/> Luminescent Exit Signs <input type="checkbox"/> Fire Extinguishers (#) <input type="checkbox"/> # of Exits	
Special Fire Prevention Activities: True Example- Employees stationed at the Six Forks Road Complex are prohibited from popping popcorn due to several fires and building evacuations.	
Method to Account for Employees:	
Emergency HVAC Shutdown Procedures:	
Emergency Electrical Shutdown Procedures:	
Emergency Water/Toilet Shutdown Procedures:	
Actions to take in the event of an HVAC/Electrical or Water Shutdown:	
Fire - Primary Alarm:	Secondary Alarm:
Reentry Signal:	
Severe Weather - Primary Alarm:	Secondary Alarm:
Primary Assembly Point:	Secondary Assembly Point:
Reentry Signal	
Bomb - Primary Alarm:	Secondary Alarm:
Primary Assembly Point:	Worst Case Assembly Point:
Reentry Signal	
What are the procedures for tracing a call?	
Lockdown - Primary Alarm:	Secondary Alarm:
Shelter-in-Place Locations:	
Reentry Signal:	
Tornado Activities:	
Location of First Aid Kits:	
Location of AED:	
Primary and secondary evacuation route:	Primary Assembly Point:
What are procedures for evacuating disabled workers?	

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Appendix C: Bomb Threat Report Form

Exact Words Used to Make the Threat:									
Remind caller: The bomb could result in death or serious injury to many innocent people.									
Ask these questions. When is the bomb going to explode?									
Where is the bomb located?									
What kind of bomb is it?									
What will cause the bomb to explode?									
What does the bomb look like?									
Who placed the bomb?									
Why was the bomb placed?									
What is your name?									
What number are you calling from and where are you calling from?									
Caller's Identity- If the voice sounded familiar, whom did it sound like?									
Voice		Speech		Accent		Manner		Background Noise	
Male		Stutter		Local		Soft		Office Machines	
Female		Rasp		Foreign		Excited		Factory Machines	
Young		Normal		Regional		Crying		Animals	
Old		Lisp		Racial		Laughing		Voices	
Middle-Aged		Slurred		Type		Emotional		Music	
Loud		Fast		Language		Calm		Trains	
High		Slow		Good		Angry		Street Traffic	
Pleasant		Distinct		Poor		Rational			
Soft		Nasal		Foul		Irrational			
Deep		Distorted		Coherent		Deliberate			
Whispering		Deep Breathing				Righteous			
Intoxicated		Ragged							

Person Receiving Call: _____ Phone Number: _____

Employee Supervisor's Name: _____

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Appendix D: Workplace Violence Incident Report

DHHS/DPH Emergency Evacuation Drill and/or
Incident Report

Location:	
Type of event: (circle one)	
Drill: Fire Bomb Threat Severe Weather Gas Leak Flood Lockdown Other: _____	
Incident: Fire Bomb Threat Severe Weather Lockdown Chemical Spill Suspicious Package Other: _____	
Date and time of the event.	
Name of person conducting/leading the drill or incident.	
Notification method used. PA system, alarm, whistle, horn, voice	
Staff members on duty (attach rosters as necessary)	
Number of occupants evacuated.	
Special conditions simulated or actual. (blocked exits, unusable corridors, etc.)	
Problems encountered.	
Weather conditions where occupants were evacuated.	
Time required to complete evacuation.	

Additional Remarks Regarding Drill/Actual Incident Corrective Actions:

Person completing report: _____
Signature Print Name/Date

EE Coordinator review: _____
Signature Print Name/Date